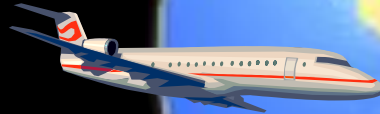




NASA INTERNATIONAL MEDICAL EVACUATION INFORMATION

**Office of the Chief Health
and Medical Officer**



May 2011

Revised 5/31/11

Point of Contact: Janine Hardin, 321-867-2423/202-302-5795, janine.e.hardin@nasa.gov

This presentation will also be available electronically on the NASA OH website:

<http://www.ohp.nasa.gov/traveler/IntTravellInfo.html>

Content

- NASA Requirements – NPR 1800.1C
- NASA Office of External Relations – Foreign Travel
 - Foreign Travel Coordinators
- NASA International Travel Medical Evacuation Services Vendor: US Air Ambulance
- International Travel – Preparation
- International Travel – During Travel
- Summary/Quick Reference

NASA Requirements

NPR 1800.1C (2.16 International Travel or Assignment)

- The NASA Office of the Chief Health and Medical Officer (OCHMO) is responsible for maintaining a contract to provide medical evacuation services to NASA Federal employees traveling internationally on official NASA-related business.
- Federal employee family members, NASA Contractors, and NASA Contractor family members are not eligible for assistance under NASA's contract for medical evacuation services.
- NASA Contractors are responsible for following their corporate medical clearance policies and obtaining emergency medical services and evacuation assistance while on international travel (NASA FAR Supplement, Clause 1852.242-78).

NASA Requirements (cont'd)

NPR 1800.1C (2.16 International Travel or Assignment)

- Obtaining medical and evacuation assistance for *non-NASA related international travel* is an employee's responsibility.
- NASA Federal employee travelers are responsible for seeking travel medicine services and destination-specific travel information before they leave the United States.
- NASA Federal travelers may visit their onsite occupational medicine clinic to obtain the necessary vaccines. The appointment should be made 4 to 6 weeks prior to foreign travel departure.

NASA Requirements (cont'd)

NPR 1800.1C (2.16 International Travel or Assignment)

- Each NASA Center onsite occupational medical clinic establishes policy and procedures to be used for providing travel medicine services for personnel on international travel or assignment.
- NASA onsite occupational medical clinics are required to have the most recent CDC international travel publications (below) and information so they are aware of the current status of NASA Federal employee travel destinations and the vaccines required.
 - Yellow Book
 - Morbidity and Mortality Weekly Report
 - Weekly Summary of Countries with Areas Infected with Disease Requiring Quarantine
 - Advisory Memoranda
 - Biweekly Summary of Health Information for International Travel (aka Blue Sheet)

NASA Requirements (cont'd)

NPR 1800.1C (2.16 International Travel or Assignment)

- International travel assistance available at NASA onsite occupational medical clinics are required to include:
 - General pre-travel briefing and information
 - General health risk assessment
 - Immunizations
 - Traveler's diarrhea information and advice
 - Malaria risk assessment and advice
 - Air travel and health information (including "jet lag" and deep vein thrombosis advice)
 - Destination safety information
 - Travel kits (instructions and contents are determined by each Center)

NASA Requirements (cont'd)

NPR 1800.1C (2.16 International Travel or Assignment)

- Pre-travel evaluations of destination-specific environmental health issues/concerns, identification of personal protective equipment and training needs
- Medical surveillance and job-certification exams
- Pre-travel confirmation of the tuberculosis intra-dermal skin test status with purified protein derivative--if required for the destination
- Other sources of health-related information, including
 - ❖ U.S. Embassy/Consulate location and telephone numbers
 - ❖ Hospital/clinic locations and telephone numbers
 - ❖ Procedures to access emergency assistance
 - ❖ Insurance advice
 - ❖ International personal access travel cards and information
 - ❖ Post-travel follow-up scheduling and advice (including post-travel evaluation of skin test status for those who traveled to areas with high incidences of tuberculosis)

NASA Office of International and Interagency Relations and Foreign Travel

- The NASA Office of International and Interagency Relations (OIIR) is responsible for review and coordination of all foreign travel by NASA personnel (NPD 9701.1).
- OIIR has delegated most review activities and final approval of Center foreign travel to the NASA Centers.
- OIIR international desk officers review and concur on all foreign program and non-program travel by all NASA personnel.
- Each Center Director, NASA Mission Directorate, and Headquarters Mission Support Office appoints a Foreign Travel Coordinator (FTC) to serve as a single point of contact.

NASA Office of International and Interagency Relations and Foreign Travel (cont'd)

Foreign Travel Coordinators (FTCs)

- FTCs are responsible for ensuring compliance with all applicable Federal and NASA foreign travel policies and procedures.
- FTCs electronically submit foreign travel requests to appropriate OIIR international desk officers for review and concurrence.
- FTCs provide weekly electronic foreign travel reports to the OIIR Foreign Travel Managing Official.
- Weekly foreign travel reports include the name of the traveler, city and country to be visited, dates of travel, e-Country Clearance (ECC) approval date, and purpose.

NASA Office of International and Interagency Relations and Foreign Travel (cont'd)

Foreign Travel Coordinators (FTCs) – cont'd

- Foreign travel reports cover all received and projected travel requests for the 4-week period beginning with the week the report is submitted to the OIIR.
- FTCs can assist NASA travelers with technical questions regarding the approval process required for their trip.
- OCHMO coordinates/communicates with NASA FTCs to ensure they have the most recent medical evacuation information for employees traveling internationally.
- For additional information regarding foreign travel requirements, consult NPR 9700.1, Appendix A *NASA Federal Travel Regulations Supplement* (NFTRS), Chapter 301.

NASA Foreign Travel Coordinators (May 2011)

Center	Point of Contact	Phone	E-mail
ARC	Gabriel Lozano Teresa Del Vecchio	650-604-4450 650-604-5667	Gabriel.lozano@nasa.gov Teresa.m.delvecchio@nasa.gov
DFRC	Sirell Lane	661-276-7453	Sirell.d.lane@nasa.gov
GRC/NSC	Deborah Burak	216-433-5382	Deborah.l.burak@nasa.gov
GSFC/WFF	Tammy White	301-286-1195	Tammy.l.white@nasa.gov
HQ	David Flynn	202-358-1792	David.flynn@nasa.gov
JPL	Helen Paley Laurie Lincoln	818-354-6427 818-393-0978	Helen.n.paley@jpl.nasa.gov Laurie.j.lincoln@jpl.nasa.gov
JSC/WSTF	Helen Harris	281-483-6528	Helen.c.harris@nasa.gov
KSC	Julee Chamberlain	321-861-1065	Julee.chamberlain-1@nasa.gov
LRC	Linda Smith	757-864-1756	Linda.r.smith@nasa.gov
MSFC/MAF	Christie Boaz Trevea Stone	256-544-3156 256-544-7278	Christie.boaz@nasa.gov Trevea.m.stone@nasa.gov
SSC/NSSC	Mary Treat	228-688-3916	Mary.treat-1@nasa.gov

NASA International Travel Medical Evacuation Services Vendor: US Air Ambulance

- NASA retained a new vendor for international medical evacuation and services in February 2011.
- International SOS is no longer the vendor for Agencywide medical evacuation and services assistance. However, there may be some Centers that employ additional vendors (e.g., International SOS, Global Rescue, iJet) to augment services provided by US Air Ambulance and to assist with their Center's employee international location tracking
- US Air Ambulance is based in Sarasota, Florida and also has locations in North Carolina and Arizona.

NASA International Travel Medical Evacuation Services Vendor: US Air Ambulance (cont'd)

- US Air Ambulance is also known as “Intensive Air” due to previous corporate mergers, but is referred to by NASA as US Air Ambulance.
- The contract with US Air Ambulance is for Agencywide assistance to NASA Federal employees on official NASA business while traveling internationally.
- The general public website for US Air Ambulance is <http://www.usairambulance.net/index-c.php>
- The NASA-specific toll free phone number for contacting the vendor is 800-336-4079 (while in North America).

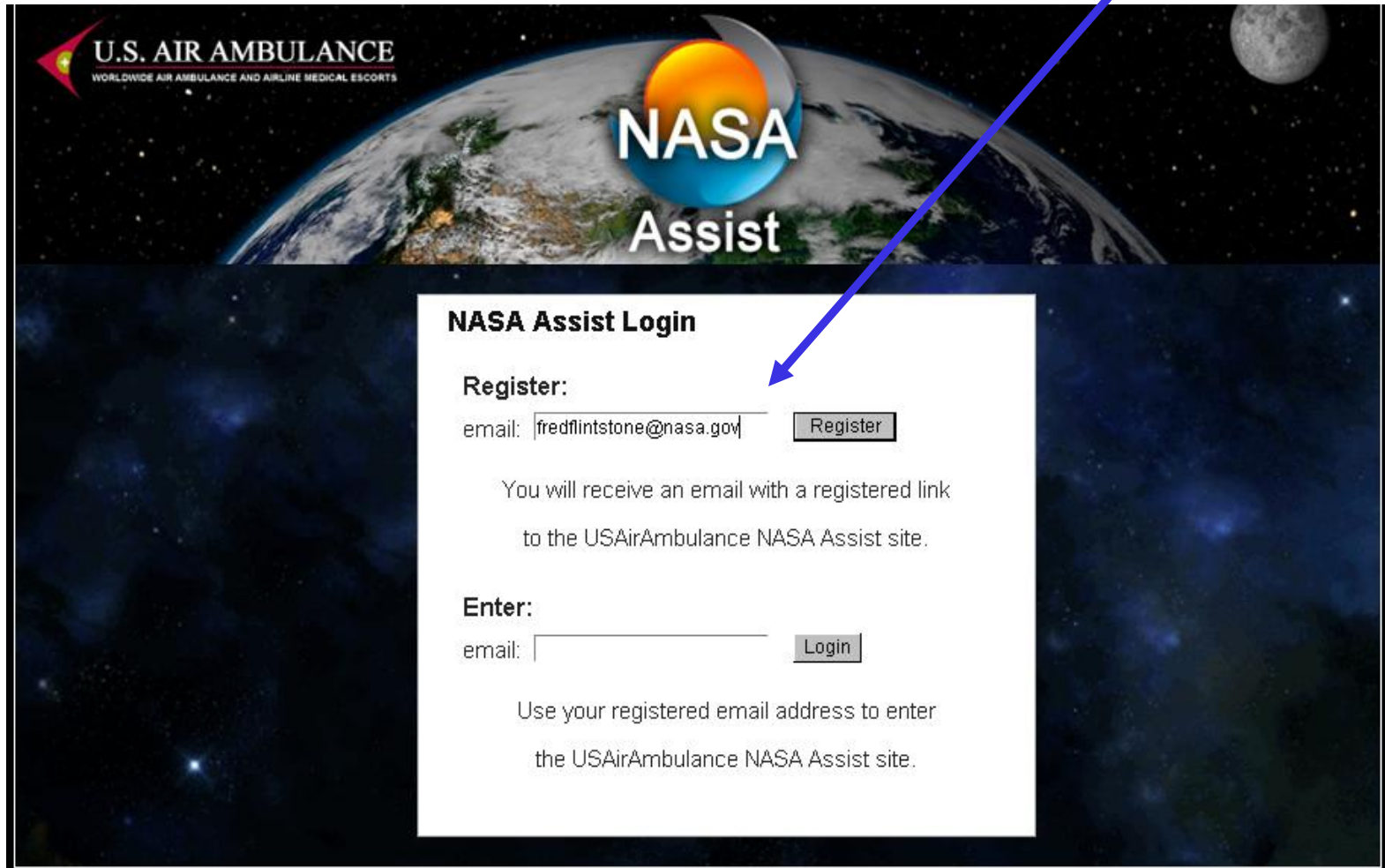
NASA International Travel Medical Evacuation Services Vendor: US Air Ambulance (cont'd)

- The NASA-specific phone number to use for contacting US Air Ambulance while traveling internationally is (collect) 941-926-3949. ***Note: the appropriate country codes and dialing procedures for the country in which a traveler is located must be used in addition to the “collect” phone number.***
- For any difficulties that travelers or Centers encounter in contacting or communicating with US Air Ambulance, please call OCHMO (Janine Hardin) at 321-867-2423/202-302-5795 or e-mail janine.e.hardin@nasa.gov

International Travel – Preparation

Register on the US Air Ambulance “NASA Assist” website:

<http://www.usairambulance.net/NASA/enter.php>



The screenshot shows the NASA Assist Login page. At the top, there is a header with the U.S. AIR AMBULANCE logo and the text "WORLDWIDE AIR AMBULANCE AND AIRLINE MEDICAL ESCORTS". Below this is a large image of Earth from space with the "NASA Assist" logo. The main content area is titled "NASA Assist Login" and contains two sections: "Register:" and "Enter:". The "Register:" section has an email input field with the text "fredflintstone@nasa.gov" and a "Register" button. Below this is a message: "You will receive an email with a registered link to the USAirAmbulance NASA Assist site." The "Enter:" section has an email input field and a "Login" button. Below this is a message: "Use your registered email address to enter the USAirAmbulance NASA Assist site." A blue arrow points from the URL above to the "Register" button.

U.S. AIR AMBULANCE
WORLDWIDE AIR AMBULANCE AND AIRLINE MEDICAL ESCORTS

NASA Assist

NASA Assist Login

Register:

email:

You will receive an email with a registered link
to the USAirAmbulance NASA Assist site.

Enter:

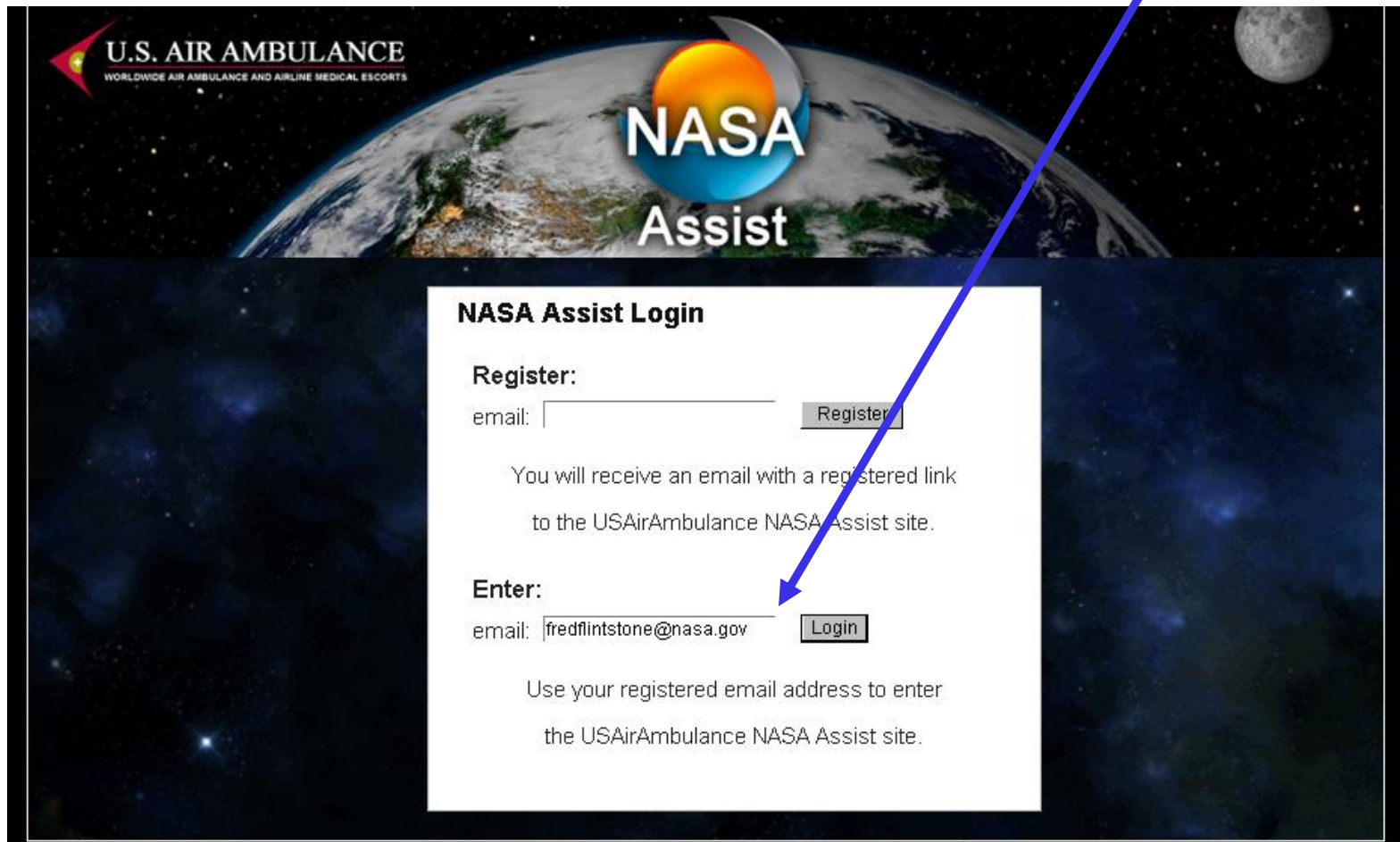
email:

Use your registered email address to enter
the USAirAmbulance NASA Assist site.

International Travel – Preparation

After registering, enter your NASA e-mail address to log in:

<http://www.usairambulance.net/NASA/enter.php>



The screenshot shows the NASA Assist Login page. At the top, there is a header with the U.S. AIR AMBULANCE logo and the NASA Assist logo. Below the header, there is a login form. The form has two sections: 'Register' and 'Enter'. The 'Register' section has an email input field and a 'Register' button. Below it, there is a message: 'You will receive an email with a registered link to the USAirAmbulance NASA Assist site.' The 'Enter' section has an email input field with the text 'fredflintstone@nasa.gov' and a 'Login' button. A blue arrow points from the URL above to the 'Login' button.

U.S. AIR AMBULANCE
WORLDWIDE AIR AMBULANCE AND AIRLINE MEDICAL ESCORTS

NASA Assist

NASA Assist Login

Register:
email:

You will receive an email with a registered link
to the USAirAmbulance NASA Assist site.

Enter:
email:

Use your registered email address to enter
the USAirAmbulance NASA Assist site.

International Travel – Preparation

After registering and logging in, use the tools and resources provided by US Air Ambulance. To determine the status of the country(ies) destinations, click on “Travel Alerts” and “Country Reports” icons for specific country website links.

This will provide additional information that might be helpful while planning a trip. To return to the main page, click on the “X” at the above right hand corner of the computer screen.



International Travel – Preparation

Next, we recommend travelers click on the “Pre-Travel Planning” icon. Each icon contains useful information related to foreign travel. There is no requirement to look at information in any particular order.

The screenshot displays the NASA Assist website. The header features the U.S. Air Ambulance logo and the NASA Assist logo against a background of Earth from space. A navigation bar includes links: Home, U.S. Air Ambulance, International Travel Resources, Medical Qualifications, Experience, FAQ, and Contact Us. The main content area is titled "INTERNATIONAL TRAVEL RESOURCES" and contains a grid of 12 icons with labels: Contact Us, Print Card, Repatriation and Assistance Services, Brochure of Services, Pre-Travel Planning, My Trip, Country Reports, Special Needs Travel, Medical and Dental Services, Legal Services, Emergency Services, and Travel Alerts. A blue arrow points from the text on the left to the "Pre-Travel Planning" icon.

U.S. AIR AMBULANCE
WORLDWIDE AIR AMBULANCE AND AIRLINE MEDICAL ESCORTS

NASA Assist

Home | U.S. Air Ambulance | International Travel Resources | Medical Qualifications | Experience | FAQ | Contact Us

Welcome to NASA ASSIST, your online health and safety resource for international travel. Here you will find pre-travel preparation assistance, as well as assistance while you are in your country destination.

Review helpful videos, read guidelines from the experts, use checklists to ensure you haven't forgotten anything, and connect with expats who have travelled your way. Prepare for healthy and safe travel. Use forms to capture and carry important information. Read country specific reports and sign up for safety and health alerts about your destination.

At any time before or during your travels, please call our help line if you wish to speak to a representative, or email us at help@NASAassist.com. Wishing you safe travels.

INTERNATIONAL TRAVEL RESOURCES

- Contact Us
- Print Card
- Repatriation and Assistance Services
- Brochure of Services
- Pre-Travel Planning
- My Trip
- Country Reports
- Special Needs Travel
- Medical and Dental Services
- Legal Services
- Emergency Services
- Travel Alerts

International Travel – Preparation

Print out a wallet card(s) that will provide the exact phone number (s) to use while at the destination country(ies). Scroll down on the page and click on “Print a wallet card”

A US phone number is not helpful if the exact country and exit codes are not known, since they are required to make the call to US Air Ambulance.



The screenshot shows the NASA Assist website. At the top is a header with the U.S. Air Ambulance logo and the NASA Assist logo over a globe. Below the header is a navigation bar with links: Home, US Air Ambulance, International Travel Resources, Medical Qualifications, Experience, FAQs, and Contact Us. A "Linking and Disclaimer of Endorsement" section follows. The main content area is titled "Pre-Travel Planning" and contains text about health risks and guidance. To the right is an image of travel documents. At the bottom left is a "Travel Card" image, and below it is a "Print a Wallet Card" link. A blue arrow points from the text on the left to the "Print a Wallet Card" link.

U.S. AIR AMBULANCE
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NASA Assist

Home | US Air Ambulance | International Travel Resources | Medical Qualifications | Experience | FAQs | Contact Us

Linking and Disclaimer of Endorsement
The links to other websites and vendors that are created and maintained by other public and/or private organizations are provided by US Air Ambulance as a service to NASA users of this website. The presence of a link and/or services/products offered by other non-US Air Ambulance vendors does not constitute NASA's or US Air Ambulance's endorsement of the site(s). Use and reliance upon other non-US Air Ambulance services and products are at the discretion of users and strictly voluntary. When users follow a link to another Website, they are leaving US Air Ambulance's website and are subject to the privacy and security policies of other owners/sponsors of the outside Website(s).

Pre-Travel Planning

While you may be exposed to a variety of health risks in unfamiliar environments, risks can be minimized by taking precautions before, during and after travel.

This page provides guidance to prevent or reduce any consequences of travel. Links to websites and training materials will provide tips and advice that you will find valuable resources for your preparation, that will help protect your health and that will help you anticipate issues that might occur on your trip.



Travel Card

Print a Wallet Card

This wallet card contains all the information you need to use access this website, call the 24 hour NASA Assist phone helpline, or contact us by email. It can either be printed on Avery business card stock or can be cut out from a print page. For Avery Business cards, use card stock 8371 or 8871. Set page scaling in your printer page handling to "none" before printing.

International Travel – Preparation

Once the destination country from the drop down list is selected, the system populates the card with the exact phone number needed to dial out to the United States.

The card can be printed out singly or as a page of cards (scroll down further on the website page)

Click on the “X” in the upper right hand corner of the screen to exit the page and return to “Pre-Travel Planning”. At the “Pre-Travel Planning” page, click the “back” icon in the upper left hand side of the computer screen.



WORLDWIDE AIR AMBULANCE AND AIRLINE MEDICAL ESCORTS

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Home | U.S. Air Ambulance | International Travel Resources | Medical Qualifications | Experience | FAQs | Contact Us

Print Travel Card

1. Select the country below where you will be assigned for direct dial information.

Kazakhstan

2. Choose below to print either one card on paper or multiple cards.

This wallet card contains all the information you need to access this website, call the 24 hour NASA Assist phone helpline, or contact us by email. The multiple card option is designed to be printed on Avery business card stock or can be cut out from a print page. For Avery Business cards, use card stock 8371 or 8871. Set page scaling in your printer page handling to "none" before printing.

Print a Single Card

U.S. AIR AMBULANCE
WORLDWIDE AIR AMBULANCE AND AIRLINE MEDICAL ESCORTS

NASA Assist

24 Hour Assistance (Call Collect from Anywhere)

North America: 1-800-336-4079
Worldwide: 001-941-926-3949

Web: NASAassist.com
Email: Help@NASAassist.com

International Travel – Preparation

Next, click on
“My Trip”

The screenshot displays the NASA Assist website interface. At the top, a banner features the U.S. Air Ambulance logo and the NASA Assist logo over a globe. Below the banner is a navigation menu with links: Home, U.S. Air Ambulance, International Travel Resources, Medical Qualifications, Experience, FAQ, and Contact Us. The main content area is titled 'INTERNATIONAL TRAVEL RESOURCES' and contains a grid of 12 service icons. A blue arrow points from the text 'Next, click on "My Trip"' to the 'My Trip' icon, which depicts a passport and a plane. The 'My Trip' icon is located in the second row, second column of the grid.

U.S. AIR AMBULANCE
WORLDWIDE AIR AMBULANCE AND AIRLINE MEDICAL ESCORTS

NASA Assist

Home | U.S. Air Ambulance | International Travel Resources | Medical Qualifications | Experience | FAQ | Contact Us

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At any time before or during your travels, please call our help line if you wish to speak to a representative, or email us at help@NASAassist.com. Wishing you safe travels.

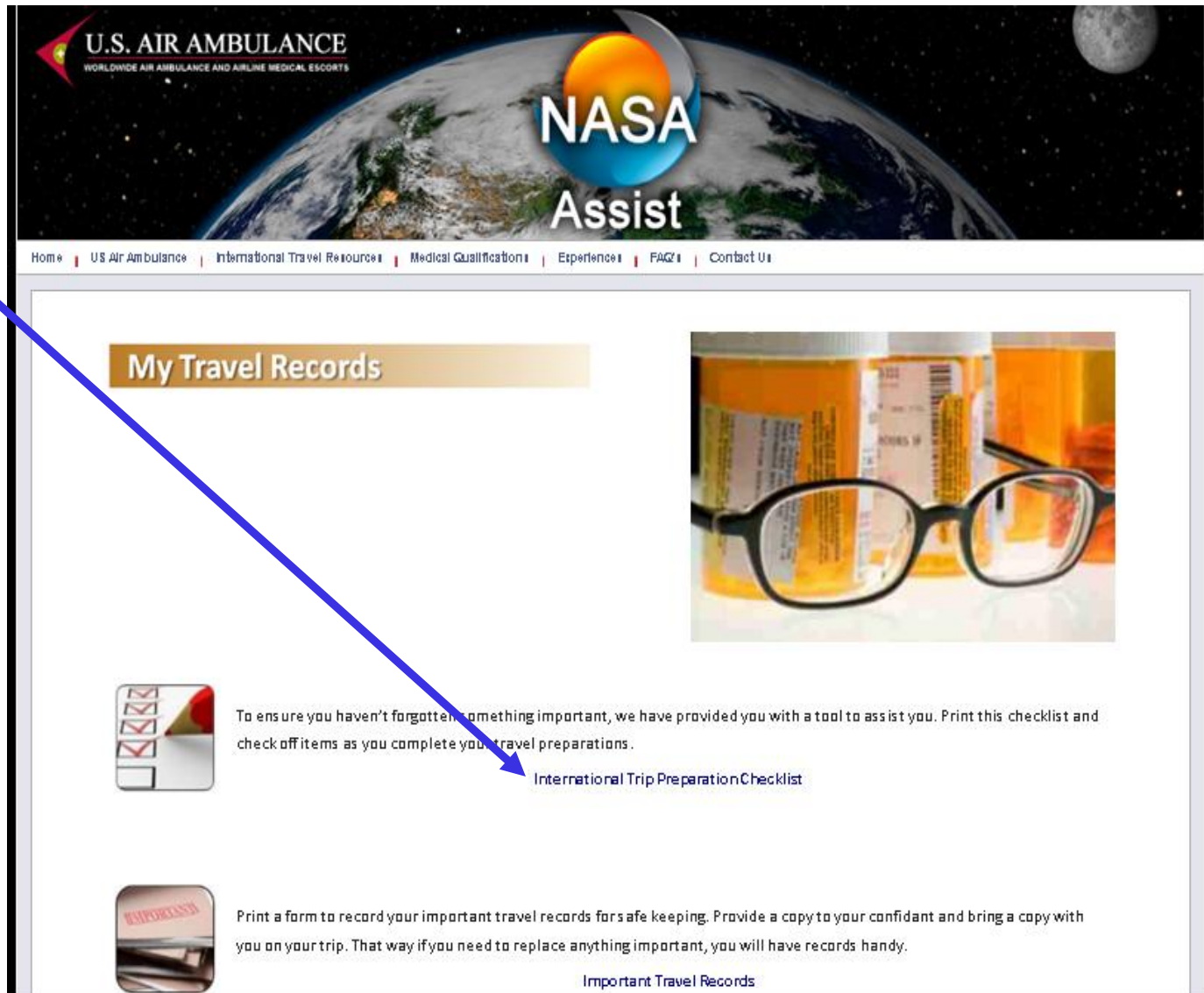
INTERNATIONAL TRAVEL RESOURCES

- Contact Us
- Print Card
- Repatriation and Assistance Services
- Brochure of Services
- Pre-Travel Planning
- My Trip**
- Country Reports
- Special Needs Travel
- Medical and Dental Services
- Legal Services
- Emergency Services
- Travel Alerts

International Travel – Preparation

The screen to the right will appear. Click on International Trip Preparation Checklist.

A 3-page checklist appears that can be saved and/or printed for reference. It provides a list of most things that travelers would want to remember for a trip. *Click on the “X” in the upper right hand corner of the computer screen to exit the page and return to “My Travel Records”*




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My Travel Records



To ensure you haven't forgotten something important, we have provided you with a tool to assist you. Print this checklist and check off items as you complete your travel preparations.

[International Trip Preparation Checklist](#)



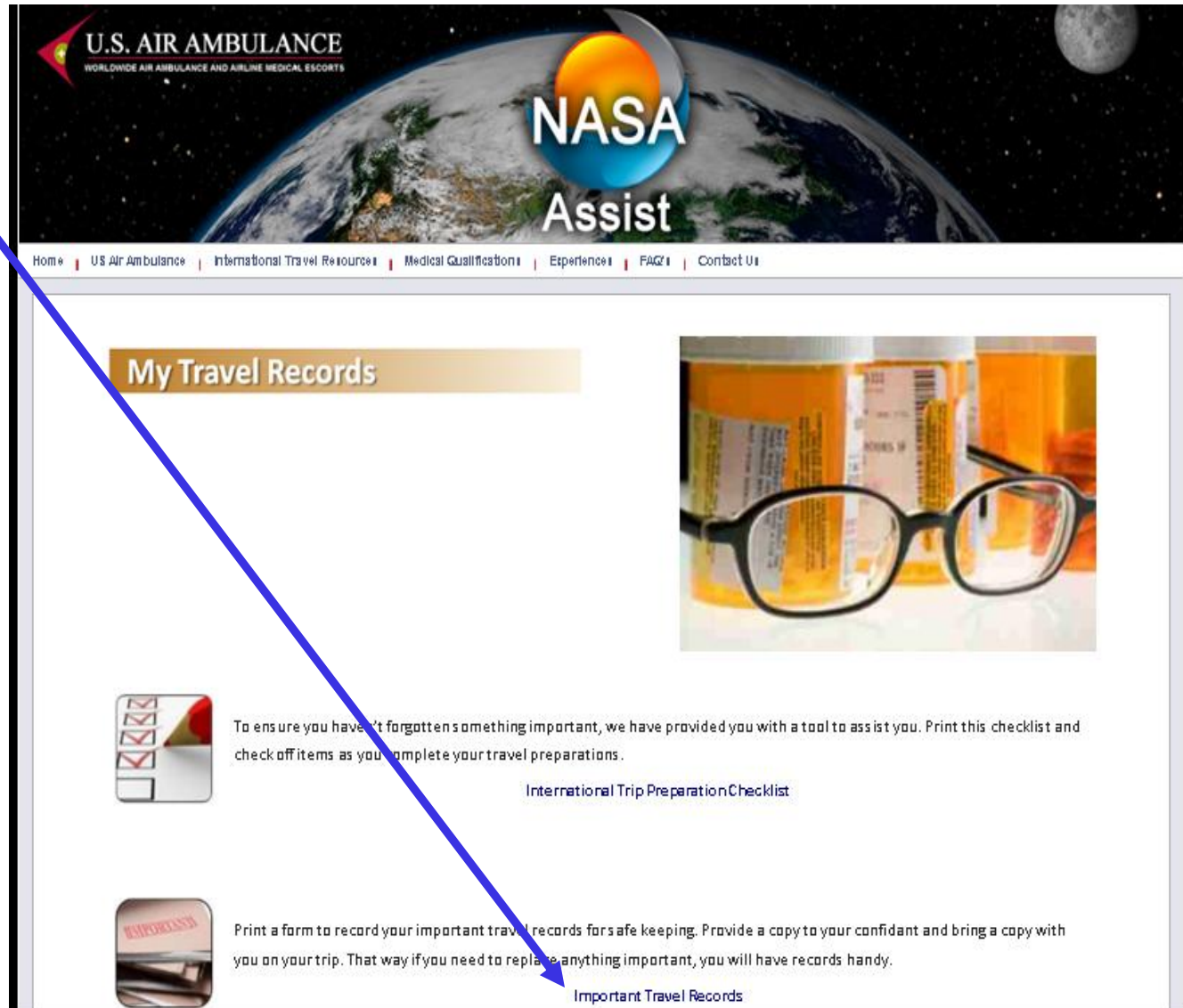
Print a form to record your important travel records for safe keeping. Provide a copy to your confidant and bring a copy with you on your trip. That way if you need to replace anything important, you will have records handy.

[Important Travel Records](#)

International Travel – Preparation

Click on “Important Travel Records.”

A 4-page document that can be saved and/or printed for reference appears. It provides blanks for a passport number, prescription information, emergency contacts, and health insurance data. *Click on the “X” in the upper right hand corner of the computer screen to exit the page and return to “My Travel Records”. At the “Pre-Travel Planning” page, click the “back” icon key in the upper left hand side of the computer screen.*




The screenshot displays the U.S. Air Ambulance website. The header features the U.S. Air Ambulance logo and the NASA Assist logo. A navigation bar includes links for Home, U.S. Air Ambulance, International Travel Resources, Medical Qualification, Experience, FAQ, and Contact Us. The main content area is titled 'My Travel Records' and contains two sections: 'International Trip Preparation Checklist' and 'Important Travel Records'. A blue arrow points from the text 'Click on “Important Travel Records.”’ to the 'Important Travel Records' link.

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[Important Travel Records](#)

International Travel – During Travel

The “Repatriation and Assistance Services” section provides information on how to get assistance with finding medical and dental providers in a traveler’s destination country, as well as how to replace important travel documents and how to find legal representatives.

The “Emergency Services” section provides travelers with instant information and phone numbers for emergency services in their destination country.

The screenshot displays the NASA Assist website, which is a resource for international travel. The header features the NASA Assist logo and a navigation bar with links: Home, US Air Ambulance, International Travel Resources, Medical Qualifications, Experiences, FAQs, and Contact Us. The main content area is titled "INTERNATIONAL TRAVEL RESOURCES" and includes a welcome message, a list of helpful resources, and a grid of service icons. Two blue arrows point from the text on the left to specific sections: one points to the "Repatriation and Assistance Services" icon, and the other points to the "Emergency 911" icon.

U.S. AIR AMBULANCE
WORLDWIDE AIR AMBULANCE AND AIRLINE MEDICAL ESCORTS

NASA Assist

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At any time before or during your travels, please call our help line if you wish to speak to a representative, or email us at help@NASAassist.com. Wishing you safe travels.

INTERNATIONAL TRAVEL RESOURCES

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- Repatriation and Assistance Services
- Brochure of Services
- Pre-Travel Planning
- My Trip
- Country Reports
- Special Needs Travel
- Medical and Dental Services
- Legal Services
- Emergency 911
- Travel Alerts

Summary/Quick Reference for Travelers

- Ensure that all travel authorizations and required documents have been prepared and submitted
- Register and log on to the US Air Ambulance website:
<http://www.usairambulance.net/NASA/enter.php>
 - Review the latest travel alert and country information for the foreign destination(s)
 - Print out the country-specific wallet cards to ensure they list all of the exit and country telephone codes required for contacting US Air Ambulance while away
 - Print out the travel checklist and review it to ensure all necessary personal items get packed
 - Print out the travel records form and record information that might be required while away.

Summary/Quick Reference for Travelers (cont'd)

- Visit your Center's onsite occupational medical clinic or personal physician to obtain required vaccines and ensure you are healthy and safe to travel
- Access the NASA Occupational Health website for the most recent information for medical evacuation services
<http://www.ohp.nasa.gov/traveler/IntTravelInfo.html>
- If taking any family members, ensure that they are covered with some type of travel insurance while they are with you and obtain their necessary vaccines
- Ensure that someone else in the United States who is not traveling with you knows your itinerary in case of an emergency
- If you are traveling alone with no co-worker or family member, ensure that there is some prominent indication of whom to contact in case of an emergency in your wallet or purse, including their business and personal telephone numbers